

Role Description and Person Specification

Role title:	Operations Administrator, Paddle Scotland
Salary:	£24,500 per annum
Location:	Hybrid working, including travel across Scotland, as required
Reports to:	Communications and Operations Manager
Employment:	Full time (37 hours per week), permanent (following probationary period)

Who are we?

Paddle Scotland is the Governing Body for paddlesport in Scotland. We are a membership organisation comprising more than 4,000 individual members including over 2,300 qualified coaches.

We have a network of over 80 affiliated clubs and 40 delivery partners throughout Scotland offering a range of paddlesport disciplines.

What do we do?

As a people-focussed and volunteer-led organisation, we strive to support and educate everyone who paddles in Scotland. Our aim is to cultivate an inclusive community people want to be part of, with opportunities for all to grow, develop and progress in paddlesport.

As outlined in our 'Paddlesport for All' strategy, we believe that paddlesport is something that everyone should be able to enjoy regardless of background or circumstances.

We want to make the sport more accessible and work in partnership with other organisations to seek out how to remove real and perceived barriers that prevent people taking up and flourishing in our sport.

What is the role?

This is a dynamic and varied role at the heart of Paddle Scotland, combining customer service, operational delivery and digital engagement. You'll be the first point of contact for members and partners, ensuring every enquiry is handled with professionalism and care. From managing the shared inbox to supporting events and communicating through our digital channels, you'll play a key role in helping us deliver a high-quality experience for our community.

Working flexibly across a hybrid environment, including our head office in Perthshire, you'll provide essential support to colleagues right across the organisation. Whether it's coordinating logistics for the performance team, ensuring systems and databases are accurate, or assisting with training and course administration, your work will help keep Paddle Scotland running smoothly. You'll also contribute to our communications by creating engaging content for social media, newsletters, and our website, showcasing the best of paddlesport in Scotland.

This is an exciting opportunity for someone who enjoys variety, teamwork, and making a real difference. You'll gain experience across multiple areas of operations, events and digital communications. Some travel across Scotland, including overnight stays, may be required, offering you the chance to see the impact of your work first-hand.

Role Description

Customer Service

- Manage incoming email and phone enquiries by responding or directing to the relevant team member.
- Keep oversight of the shared inbox, prioritising urgent enquiries and assigning enquiries to other team members where necessary.
- Ensure a high level of customer service is maintained at all times by dealing with enquiries in a professional and timely manner.
- Communicate with members using the Hybrid Mail system.

Operational Support and Delivery

- Work with others across the staff team providing administrative support as required to various areas of the organisation including, for example, providing logistical support to the performance team for domestic and international travel arrangements.
- Ensure work is accurate, of high quality and to agreed timescales.
- Work diligently and collaboratively in a hybrid work environment.
- Engage in a professional development programme and attend training opportunities, as agreed with the Communications and Operations Manager.

Delivery Centre Administration Support

- Ensure qualifications and training requirements are verified according to Paddle Scotland systems and processes.
- Ensure adherence to organisational timeframes for the planning and delivery of courses and programmes.
- Contact course providers and participants in a professional and timely manner.

Digital Marketing

- Create and publish engaging content for social media platforms.
- Assist with the development of newsletter templates and campaigns for communication with members.
- Write and update email templates as needed.
- Update the Paddle Scotland website and news feed.
- Organise, tag and update the Paddle Scotland media library.

Systems and Equipment

- Undertake data entry, validating data, processing records, running reports, producing insights etc. across identified systems including all performance athlete and coach data.
- Improve quality of database records.

Events

- Support the staff team in the configuration and administration of events, processing event bookings, configuring the online booking system, sending communications and liaising with event organisers.
- Attend identified events, as appropriate.

Other

- Ensure Safeguarding & Wellbeing and Equality, Diversity and Inclusion are visibly supported and encouraged.
- Comply with all Paddle Scotland policies and ensure all activities are delivered safely, supported by the production of risk assessments/PVG checks, as appropriate.
- Travel across Scotland and overnight accommodation will be required as part of this role.

Person Specification

Area	Essential	Desirable
Qualifications and Attainments	<ul style="list-style-type: none"> • SQA Higher or equivalent in English and Maths. 	<ul style="list-style-type: none"> • HND, HNC, relevant degree or professional qualification.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience in a customer facing role i.e. retail, hospitality, customer service. • Ability to work as part of a team. • Digital dexterity in using online systems and maintaining accurate and consistent records. • A keen attention to detail and commitment to continuous improvement. • Numerate, with an ability to analyse data. • Ability to prioritise workload, make decisions under time pressure and meet deadlines. 	<ul style="list-style-type: none"> • Experience of Google Workspace products. • Experience of 'JustGo' membership management system, or other similar products. • Knowledge of or a keen interest in paddlesport. • Interest in and knowledge of sport and/or membership organisations.
Other	<ul style="list-style-type: none"> • Enjoys interacting with people and maintains a positive and friendly demeanor. • Dedicated workspace. • Self-motivated and able to work independently in a remote setting. • Clear communicator and proactively collaborates with colleagues. • Flexible approach to the role, which may include working evenings and weekends. • Eligible to work in the UK. 	<ul style="list-style-type: none"> • Access to transport for travel to events and meetings.